

## State Telecommunications Management Manual - Glossary/Forms

**ATO** - Authorization to Order. Form and process used by federal and local governments; non-profit and tax-supported agencies; and organizations with a joint powers agreement, to purchase products and services from the *CALNET* contract.

**ATR** - Agency Telecommunications Representative. ATRs must be authorized by the *DTS-STND* to order telephone/data network products and services. See *CATR* for more information.

**CALNET** - The competitively bid Master Service Agreement, provides for the State *CALNET* network, and offers a variety of telecommunications services and products for purchase by state and local government agencies.

**CALNET Delegation** - Refers to the process whereby *non-exempt* state agencies request permission from the *STND* to conduct their own telecommunications project planning, design, development and implementations with minimal assistance and oversight from *STND*; and/or oversee or conduct the procurement, installation, operation and maintenance of specified equipment or systems. See *STMM* Chapter [502.0](#).

**CATR** - Chief Agency Telecommunications Representative (formerly known as primary ATR). The CATR is the single point of contact for *DTS-STND* on significant telecommunications issues, and must be authorized by the *STND* to order telephone/data network products and services. For information on becoming a CATR/ATR, see *STMM* Chapter [0300.0](#), or visit the [STND homepage](#). Click on Statewide Telecommunications and Network Division, and then scroll down to ATR Information.

**CGIC** - California Government Information Center (State Information Services Call Center) within DTS. The CGIC is staffed by State Information Agents who provide information on and referrals to state, other government agencies, and the public.

**CMAS** - California Multiple Award Schedule. CMAS contracts are established using products, services and prices from already existing competitively assessed and cost compared multiple award contracts. Use of CMAS to purchase telecommunications products is authorized for state agencies exempt from use of *CALNET* mandatory services, for purchase of non-mandatory products and services and, for local government agencies without a *CALNET* ATO for the particular product or service to be purchased. See [www.dgs.ca.gov/pd](http://www.dgs.ca.gov/pd) for more information on the CMAS ordering process.

**COLD** - California On-Line Directory. Internet based State telephone directory which includes current information on state agencies and individual employees such as phone numbers and email addresses.

**DTS-STND** - Department of Technology Services - The [STND](#) ensures that quality products and services are provided to all state agencies in the most cost-effective, efficient and timely manner possible. This includes maximizing the use of State resources and the consolidation and joint use of telecommunications systems and services where operationally, technically and economically feasible.

**DLC** - Directory Listing Coordinator. Liaison to *DTS* for telephone directory services. DLCs track organizational/telephone number changes within their agency and submit monthly updates to *DTS*.

**Eligible Local Agencies** - Local government agencies, or entities with a *joint powers agreement* with a state or local government agency, which have signed a *CALNET Authorization to Order (ATO)* agreement.

**Exempt State Agency** - Those state entities such as colleges and universities, agencies headed by constitutional officers or agencies exempted by the statutes from the requirement to use the *CALNET* contract to purchase *mandatory services*.

**Exemption** - Approval from the *STND* for an agency to lease or purchase a specific *mandatory service(s)* from a source other than the *CALNET* contract to meet a particular business requirement. If

appropriate a *project delegation* request may be included as part of the exemption request. See STMM Chapter [501.0](#).

**Feasibility Study Report (FSR)** - The FSR is a mechanism for approving information technology projects. The FSR establishes the business case for investment of state resources in the project by setting out the reasons for undertaking the project and analyzing its costs and benefits, [SAM, Section 4819.35](#). For requirements and related information, see the Department of Finance website at [www.dof.ca.gov](http://www.dof.ca.gov).

**FCC** - Federal Communications Commission, an independent United States government agency which is charged with regulating interstate and international communications by radio, television, wire, satellite and cable.

**Joint Powers Agreement** - An agreement, generally between public agencies, made according to the provisions of the Joint Exercise of Powers Act (Government Code 6500 et seq).

**Mandatory Services** - Those services as identified in the STMM Chapter [400.1](#) that *non-exempt* state agencies are required to purchase from the CALNET contract to meet their business needs. See STMM Chapter [400.1](#) for more information.

**Master Consulting Services Contract** - This *MSA* provides a pre-bid resource to state and local agencies to obtain qualified telecommunications consultant services from a variety of vendors.

**MSA** - Master Services Agreement. The State's main procurement vehicle for leveraging its buying power by consolidating the requirements of many agencies. MSAs are generally statewide agreements that have been competitively bid and allow agencies the option of placing orders directly with contractors.

**Non-Exempt State Agency** - Refers to agencies under the jurisdiction of the Executive Branch of California state government that are required to use the CALNET contract to obtain *mandatory* telecommunications and network services.

**Non-Mandatory Services** - Services that are not included in the STMM Chapter [400.1](#) as mandatory to purchase from the CALNET contract by any contract user.

**Non-State Agency** - Any federal or local government agency, department, office, board, commission, county, city district, or similar public entity.

**STND** - Statewide Telecommunications and Network Division. See [DTS-STND](#).

**SAM** - State Administrative Manual. The [SAM](#) provides state policy including the telecommunications policy and direction, and is based on various California Government Codes (GC), including GC 14600, 14627, 14931, and 11534 and 11543.

**Service Level Agreement (SLA)** - An agreement between the State and service provider(s) defining the nature of the services to be provided on the CALNET contract and the specific level of service that the provider must meet. The level of service is measured by a set of established metrics compared against actual performance.

**STD. 20** - Telecommunications Service Request form, [STD. 20](#), commonly referred to as a "Form 20". This form is required to order telecommunications services, and in conjunction with a *STD. 65*, to order telecommunications equipment.

**STD. 65** - Contract/Delegation Purchase Order form, [STD. 65](#), commonly referred to as a "Form 65". This form can be used to order a wide variety of equipment. In conjunction with a *STD. 20*, this form can be used to order telecommunications equipment.

**STMM** - State Telecommunications Management Manual. The [STMM](#) provides specific state policy and procedures based on the Government Code 11534-11543.